

County of Los Angeles

DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746

Tel (562) 908-8400 • Fax (562) 908-0459



PHILIP L. BROWNING
Director

SHERYL L. SPILLER
Chief Deputy



Board of Supervisors

GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

May 27, 2009

TO: Each Supervisor

A handwritten signature in black ink, appearing to read 'P. Browning', written over the 'TO:' line.

FROM: Philip L. Browning, Director

SUBJECT: INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER

This is to notify you of my intent to request the Internal Services Department (ISD) to amend Information Technology Support Services Master Agreement (ITSSMA) Work Order 01-469 with Solitsys Technologies for a consultant to continue to assist the Department of Public Social Services (DPSS) in the design, development, and documentation of custom module framework and procedures to extend the functionality of existing General Relief (GR) related applications. This amendment will extend the Work Order, modifying the end date to June 30, 2010, and will increase the maximum amount of the Work Order from \$300,000 to \$600,000. In accordance with ITSSMA guidelines, prior Board notification is required for projects that will exceed \$300,000.

BACKGROUND

In March 2007, DPSS acquired the services of a technical consultant through an ITSSMA competitive bid to assist in the planning and design of application architecture, development of program source codes, implementation, and providing reporting tools for GR related applications, including the homeless information tracking system for chronically homeless GR participants, and the security officer class tracking system, using Business Information Server based programming language. This will allow DPSS users and other agencies to enter, update, track, and monitor the attendance and participation of GR participants.

To date, the consultant has worked closely with DPSS in the design, development, testing, and implementation of these application modules which support the GR program. Additionally, the consultant has assisted in the design and development of new custom module framework and procedures to extend the functionality of existing DPSS' welfare related applications; initiated mentoring of County staff on the tools to support the projects, coding standard and development methodology; and is serving as the technical advisor to County staff to formulate specific system solutions including system analysis requirements, gap analysis, and the creation of database design for relevant and necessary application enhancements.

SCOPE OF WORK

The Work Order extension will allow for essential and continued consultant support for design, development, testing, and implementation activities for GR applications. The consultant will also assist in the completion of application enhancement functions for the homeless information tracking system, security officer class tracking system, and custom module framework to extend the functionality of existing applications that support the County's GR program. For the homeless information tracking system, scope of work will include design and development of statistical reporting module to provide management reports on various aspects of homeless participants; development and implementation of an archival methodology for aging homeless information to improve system efficiency. Design, development, and testing will be carried out to secure participant information by encryption of sensitive data fields within the security office class tracking system.

The consultant will also assist in the development and maintenance of operational and system level documentation; mentor County staff on tools utilized to support the projects, coding standards and development methodology; and continue to serve as the technical consultant to County staff to formulate specific system solutions including system analysis requirements, gap analysis, and creation of database design.

JUSTIFICATION

The services provided under this Work Order are essential to support DPSS' GR Program staff, GR line staff, and Contract Management staff in providing the level of support needed for GR participants. Solitsys Technologies is thoroughly familiar with DPSS' business processes, as well as the technical aspects of GR system applications. To continue with system modifications already in process to these applications, it is essential to have the continuity in programming services provided by Solitsys Technologies. DPSS has evaluated other options and has determined that support of these essential and urgent application enhancements requires a consultant with specific technical skills and knowledge not currently possessed by County staff. Formal technical training of County staff and mentoring by the consultant during this extension period will provide the basis for ongoing support to be provided solely by County staff at the conclusion of this work order.

FISCAL IMPACT

The proposed amendment will increase the total amount of the Work Order by \$300,000 for a total amount of \$600,000. The hourly rate of the consultant will remain the same throughout the Work Order extension.

Costs for this project are charged to our various funding streams as an allocable or general overhead cost. There is a small net County cost (NCC) involved, however, since there is a CalWORKs and Food Stamp Maintenance of Effort requirement, which will be met by the County, there is no additional NCC for these programs. The share of cost associated with programs such as GR, results in an estimated NCC of \$25,000. Sufficient funding has been included in Fiscal Year 2009-10 Budget request.

NOTIFICATION TIMELINE


Consistent with the ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. In ten business days, we will request ISD to proceed with the execution of the amendment.

If you or your staff have any questions or require additional information, please contact me.

PLB:pcr

c: Chief Executive Officer
Deputy Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Director, Internal Services Department

NOTED AND APPROVED


Richard Sanchez
Acting Chief Information Officer

5-28-09
Date